GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:2224
ANSWERED ON:03.12.2002
PCR VANS IN DELHI POLICE
PRABHUNATH SINGH

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether the Government are aware that the PCR vans respond calls and ask the complainant to dial 100, etc. as has been reported in the news-item appearing in the Times of India dated 26.9.02 thereby defeating the very purpose of the PCR system;

(b) whether there is any proposal to enquire into the mal-functioning of the PCR van system in Delhi;

(c) if so, the details thereof;

(d) whether the tapes in which records are made of the date and time the calls are received and the date and time at which the call materialises is proposed to be audited for action;

(e) if so, the details thereof; and

(f) other measures being taken to improve functioning of PCR vans?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS (SHRI CH. VIDYASAGAR RAO)

(a) & (c): It is the continuing endeavour of Delhi Police to improve the functioning of the Police Control Room Van System. Any lapse on the part of the staff concerned is inquired into and appropriate action is taken against the defaulting officers.

(d) & (e): The audio tapes of the calls received are analysed on random basis in order to monitor the average response time, quality of action taken and behaviour of the staff.

(f): The steps taken by Delhi Police to reduce the average response time of the vehicles include installation of the state-of-the art communication equipment and automatic Call Distribution System in the Police Control Room of Delhi Police.